

May 24, 2021

To the US Postal Regulatory Commission:

After having already submitted my comments on N2021-1, I feel it is important to add this.

It took me attempts on three consecutive days to figure out how to submit comments to you. Even then, creating a temporary account, uploading a PDF, etc. took a fair amount of time and computer expertise.

My point is that those who rely on the postal service the most- the elderly, infirm, overwhelmed small business owners, people without Internet- are the ones you are least likely to hear from due to the difficulty of submitting comments. I hope you will keep that in mind as you make a decision about the 10-year plan.

Thank you.

Sincerely,
Alice Williams
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